



Code: 7119

Family: Construction, Maintenance, and Skilled Labor

Service: Operation and Construction

Group: River, Harbor, and Transportation

Series: Automotive Transportation

CLASS TITLE: SUPERVISOR OF BOOTING OPERATIONS

CHARACTERISTICS OF THE CLASS

Under direction, supervises the operations of a unit, directing subordinate staff engaged in identifying and immobilizing vehicles belonging to parking ticket scofflaws via attachment of a universal boot device, and performs related duties as required

ESSENTIAL DUTIES

- Supervises booting operations throughout the City
- Schedules supervisors and their subordinates engaged in patrolling designated areas to identify and immobilize vehicles
- Supervises staff engaged in dismantling and releasing booting devices when parking tickets are paid
- Develops and implements operational procedures and strategies to increase the amount of revenues generated through the operation of the booting program
- Trains subordinate staff on appropriate standard operating procedures
- Makes periodic field inspections to monitor boot operations and to ensure that subordinates comply with departmental procedures
- Reviews crew activity reports and records to determine productivity, efficiency, and accuracy
- Analyzes traffic flow reports to determine areas most populated with boot-eligible vehicles
- Responds to complaints and inquiries from citizens by explaining policies and procedures
- Documents staff performance and completes performance appraisals
- Testifies at administrative hearings and other court proceedings relative to the booting program and its operations
- Serves as a liaison to the Police Department, Department of Streets and Sanitation, and Department of Aviation on matters concerning booting and towing
- Monitors, operates, and coordinates the License Plate Recognition (LPR) and Cabinet Camera systems in booting vehicles
- Revises and updates the unit's standard operating procedures manual
- Determines manpower needs and approved time off requests
- Checks GPS monitoring system daily to review location and movement of field crews

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Four years of work experience in the operation of automotive equipment, of which one year is in a supervisory role related to the responsibilities of the position; or an equivalent combination of education, training, and experience

Licensure, Certification, or Other Qualifications

- A valid State of Illinois driver's license is required

WORKING CONDITIONS

- General office environment
- Exposure to outdoor weather conditions

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer, modems)
- License Plate Recognition (LPR) computer equipment
- Cameras and related photography equipment
- Personal protective equipment (e.g., hard hat, shoes, glasses, gloves, vest, pads)
- Communication equipment (e.g., two-way radio, dispatch equipment, multi-channel system)

PHYSICAL REQUIREMENTS

- Some lifting (up to 25 pounds) is required

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**Knowledge**

Advanced knowledge of:

- applicable federal, state, and local laws, regulations, and guidelines
- *geographical locations within the City and applicable facilities

Considerable knowledge of:

- *applicable City operations (e.g., parking)
- *applicable communications equipment and devices
- use of safety equipment and protective gear
- applicable emergency operations
- *applicable safety and code standards specific to vehicle operation and installation and removal of universal boot devices

Moderate knowledge of:

- *supervisory principles, methods, practices and procedures

Some knowledge of:

- budgetary and fiscal management practices
- applicable computer software packages and applications

Knowledge of applicable City and department policies, procedures, rules, regulations, and ordinances

Other knowledge as required for successful performance in the Supervising Booter - Parking class

Skills

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- *ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- *CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- MANAGEMENT OF MATERIAL RESOURCES - Obtain and see to the appropriate use of equipment, facilities, and materials needed to do certain work
- MANAGEMENT OF PERSONNEL RESOURCES - Motivate, develop, and direct people as they work and identify the best people for the job
- COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- *INSTRUCTING - Teach others how to do something
- NEGOTIATION - Bring others together and trying to reconcile differences
- *PERSUASION - Persuade others to change their minds or behavior
- *SOCIAL PERCEPTIVENESS - Demonstrate awareness of others' reactions and understand why they react as they do
- *JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one

Other skills as required for successful performance in the Supervising Booter - Parking class

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- MAKE SENSE OF INFORMATION - Quickly make sense of, combine, and organize information into meaningful patterns
- REACH CONCLUSIONS - Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

Other abilities as required for successful performance in the Supervising Booter - Parking class

Other Work Requirements

- LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
- COOPERATION - Be pleasant with others on the job and display a good-natured, cooperative attitude
- ADAPTABILITY/FLEXIBILITY - Be open to change (positive or negative) and to considerable variety in the workplace
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations

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- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
- ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems

Other characteristics as required for successful performance in the Supervising Booter - Parking class

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
(Valtera Corporation)

Date: June, 2010